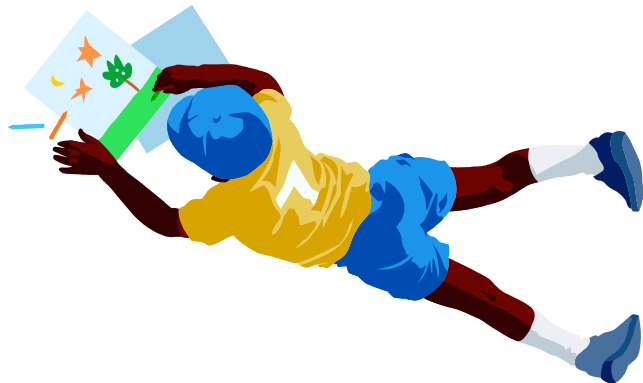


STATE OF ALASKA  
DEPARTMENT OF REVENUE  
**CHILD SUPPORT  
SERVICES DIVISION  
(CSSD)**

"Keep in touch with us"

How to use the 24 hour  
KIDSLINE Automated  
Telephone System



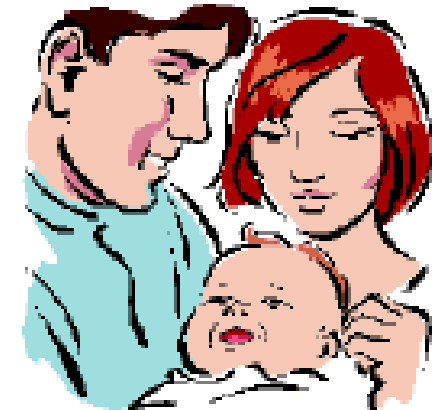
**HOW TO USE THE KIDSLINE**

- Have a pencil and paper ready to write down important information.
- Call (907) 269-6900 or (800) 478-3300 (In-State Toll Free)
- If calling for specific information, please have your member identification number ready.
- Listen and select the menu option you wish to use.
- To adjust the volume, press the star key.
- If you know your menu selection, you may enter that number immediately; you do not have to listen to all the menu options.
- You may return to a previous menu at any time by pressing #.

**MAIN MENU OPTIONS**

Press 1 If you know the extension number.

Press 2 For payment information.



Press 3 To leave a message for your caseworker.

Press 4 For general information (See next page).

Press 5 To talk with a customer service representative.

Press 7 For information about the license enforcement law.

Press 8 For information about Employer Assistance/New Hire Reporting.

## **OPTION 4 - GENERAL INFORMATION**

When you press 4 for general information, you will hear the customer service location, hours of operation, and the fax number. You will also hear the phone numbers of our regional offices and our Internet address. You may then:

- Press 1 To apply for services or receive written information.
- Press 2 For a brief description of services, make a choice from the following sub-options below:

### **Sub-options**

- Press 0 For a customer service representative.
- Press 1 For information on how child support is calculated.
- Press 2 For information on paternity establishment.
- Press 3 For enforcement procedures.
- Press 4 For information on wage withholding.
- Press 5 For information on medical insurance.
- Press 6 For information on modifying child support orders.
- Press 7 If one parent lives in another state.
- Press 8 If your child is in foster care or state custody.
- Press 9 For information on alimony and spousal support.

## **CSSD Offices**

### **Main Office - Statewide**

550 W 7<sup>th</sup> Ave Suite 310  
Anchorage AK 99501-6699  
Phone: (907) 269-6900  
Fax: (907) 269-6914 or 6813  
(800) 478-3300 (In-State Toll Free)

### **Southeast**

410 Willoughby Ave Suite 107  
Juneau AK 99801  
Phone: (907) 465-5887  
Fax: (907) 465-5190

### **Fairbanks**

675 7<sup>th</sup> Ave Station J2  
Fairbanks AK 99701-4526  
Phone: (907) 451-2830  
Fax: (907) 451-3140

### **Mat-Su**

845 W Commercial Drive  
Wasilla AK 99654-6937  
Phone: (907) 357-3550  
Fax: (907) 357-3552

### **Internet Address**

<http://www.childsupport.alaska.gov>

### **TTY Service**

For TTY assistance, call (907) 269-6894 or  
(800) 370-6894 (In-State Toll Free).

## **Additional Assistance**

If you need assistance or other accommodations to use our services, please contact us.

### **Payment Information**

Payments can be made in Anchorage from 7:30 am to 4:45 pm. Cash payments must be made before 4:45 pm.

For information about office hours in other locations please contact the office nearest you.

Payments can be mailed to:  
CSSD  
PO Box 102760  
Anchorage AK 99510-2760

### **Your case information**

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(Case Number)

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(Member Identification Number)

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(Caseworker Name)

You are encouraged to make an appointment if you need to meet with your caseworker.